CASHIERING

Cashier Menu

The Cashier Menu is used to maintain guest postings and settlements. Once transactions are posted, items may be displayed, modified, canceled or transferred with complete audit trails. Non-guest and settlement folios are also maintained, group departures may be processed, either as individual settlements or as one group settlement.
Additional guest services include guest posting status, check cashing, foreign currency exchange and checkout withdrawal. Guest listings are provided to monitor departure activity, guest balances and posting status.
The fastest way to change between cashier options is to use the [Actions] and select the desired option using the highlighted letter.
In cashiering, a guest folio can be modified after a guest has checked out up until the night audit has run. A guest does not need to be checked back into the hotel to modify the folio.
The following options are available under the Cashier Menu:

- Checkout Screen
- Posting
- Modify/Cancel Folio Items
- Transfer Folio Items
- Withdraw checkout
- Display Folio
- Fast Post
- Guest Miscellaneous
- Currency Exchange Calculation/Display
- Group Checkout
- Cashier Reports

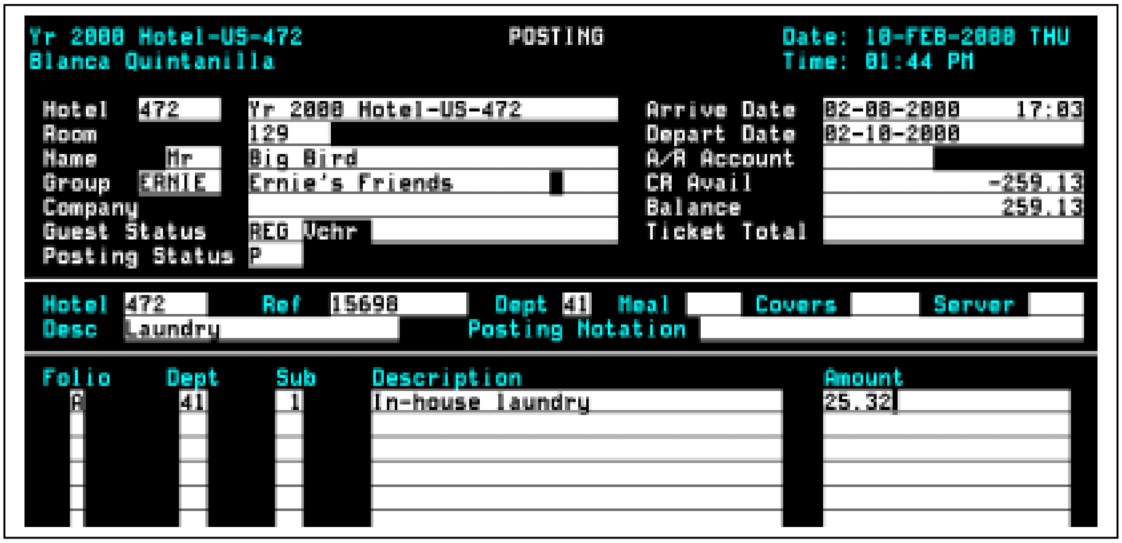
Posting – Charges and Adjustments

The posting screen is used to manually apply charges and adjustments to guest folios, group masters, non-guest folios and credit card masters. Settlements (cash or credit card payments) can not be applied under the posting screen. The check out screen is used to post any type of settlements.

Optional fields on transaction codes for food and beverage postings and adjustments include meal period, covers and server number. Each charge may be posted to any guest folio, A, B, D, E, F, G, H, I, J, K, or to the W folio for Wholesaler guests. All postings and adjustments default to the A folio during posting with two exceptions:

A) Posting to a group delegate where the group is picking up specific department charges results in the automatic selection of the 'C' folio (As defined within group billing patterns).
B) The guest has an individual billing pattern, which routs charges to a different folio of the same guest, to a different guest or to a Non-guest account.

1. From the Cashier Menu, select Posting
2. Type the room number of the guest to which the charged needs to be posted. If the room number is not known use [Enter Query] to look up the guest name, type the guest name, then [Execute Query].
Note: The name of the guest, group information, company information, guest status, posting status, arrival and departure date, A/R account number, credit available and balance are displayed automatically.



3. The Hotel field is looking for the hotel number and defaults to hotel the agent is logged on to. This is used on complex hotels to post charges from other hotels to the current hotel's guests.

4. Type the ticket or charge number in the Ref field. This is a required field that must be filled in. The data typed in this field is displayed on the guest folio. This may be a number from a posting slip or a check number from food and beverage ticket.

5. At the Dept field, type the department number or use [List Values] and select the department associated with the charge being posted.

6. Select the meal period associated with this charge or [List Values] to get a list of options. (if the charge is for food and the transaction code prompts the agent to type this field)
I.e.: 1 = Breakfast, 2= Lunch etc.

7. Type the number of covers (persons served). (if the charge is for food and the transaction code prompts the agent to type this field). This should be on the ticket being posted.

8. Type the Waiter/ess number from the charge pad. (If the charge is for food and the transaction code prompts the agent to type this field). This should be on the ticket being posted.

9. The description is completed after typing a department number.

10. At posting notation, type an additional description of the charge or adjustment. This is not a required field. This field is good to reference the reason why a charge or an adjustment is being posted. This field prints out on a detail ticket report but does not show on the guest folio.

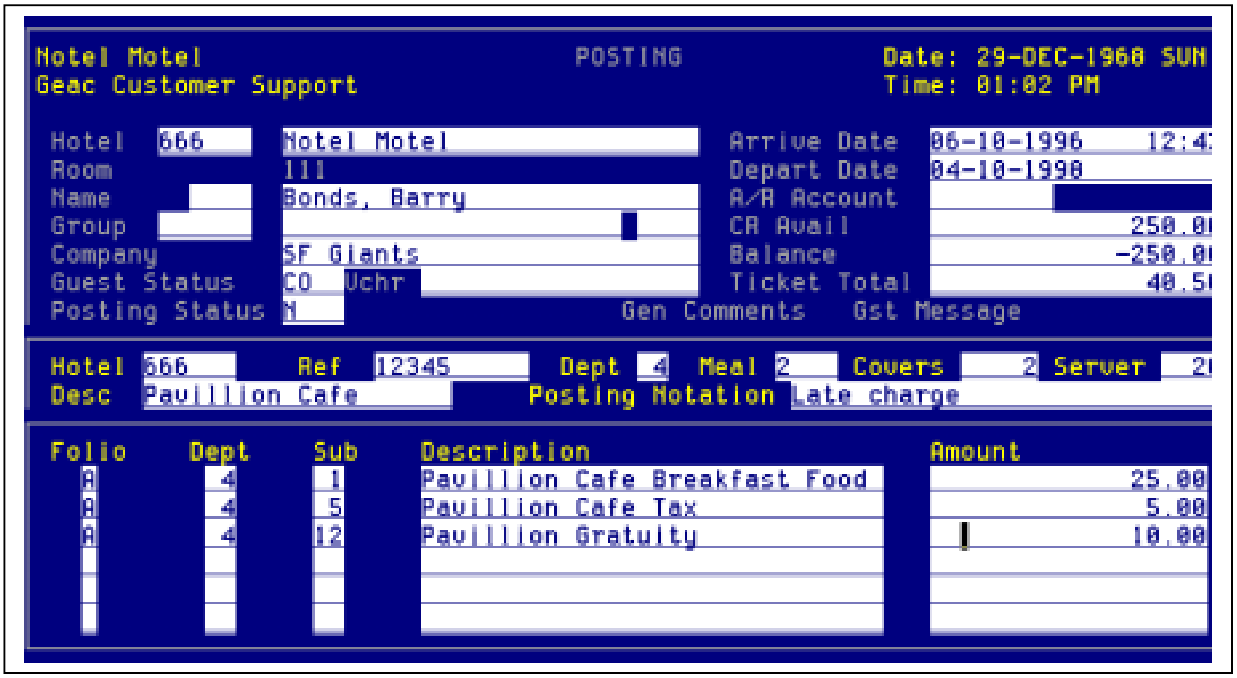
11. At folio, select which of the guest's folios to post the charge: **A, B, D, E, F, G, H, I, J, K.** This always defaults to the **A** folio and does not have to be changed. If this is a group guest and the charge is being direct billed, it changes to the **C** folio automatically. If this is a Wholesaler reservation, the **W** folio can be used. This may also change if a individual billing pattern is set up.

12. On selection of the folio, the department number is completed automatically based on what was typed in Dept in above header. Type the required sub-department or use [List Values] to list options. When posting a charge, select a posting code (usually posting codes are 1 to 50). To post and adjustment or credit, select the adjustment code. (Usually transaction codes 51 to 99).

13. The full description of the sub-department to be posted is filled in automatically. Depending on how the transaction code is set up, this may be modified to type another description.

14. Type the amount to be charged to the guest account. A negative number cannot be typed in this field. Based on the sub-transaction code chosen, a charge or credit is posted to the guest. The Ticket total is the total charge posted to the guest folio. The ticket total should always equal the amount on the ticket from which the posting is created. When using add on posting, (adding occupancy tax to room charge postings), this field displays the total amount the guest is charged.

15. After typing a dollar amount, a prompt listing may appear. At this point, the system is asking to type another line item to the posting. This is used mostly for food and beverage ticket details that are broken down by food revenue, beverage revenue, sales tax and gratuities.



16. Press [Save] to post to folio.

Note: If the wrong sub-department is selected, or the incorrect amount was entered, use [Previous Block], to bring the cursor back up to the reference number and change the reference number, department code, meal period, covers, server, posting notation, sub-department or amount can be typed over.

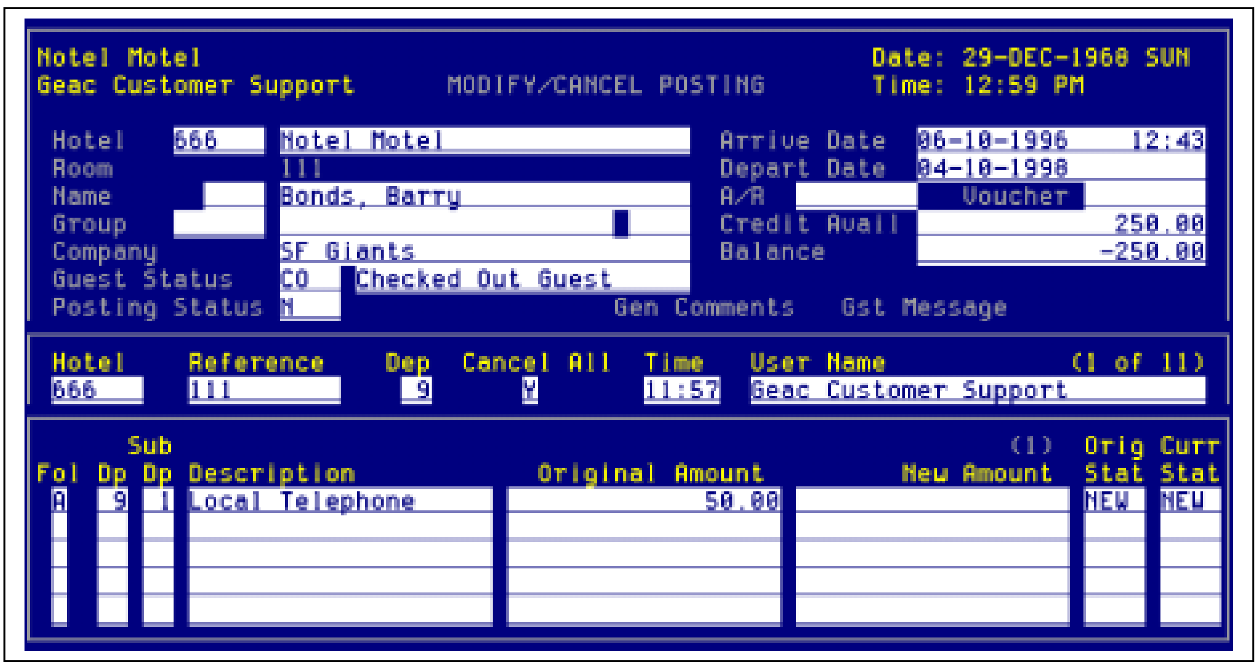
Note: If more than one charge for the same room number need to be entered, press [Enter] to displayed the same room number.

Modify / Cancel

This screen allows to modify or to cancel postings that have been posted **today** to a guests account. Postings can be looked up by reference number or department number when searching for a specific posting to modify or cancel. All charges made to a guest account are shown when displaying the folio to the screen, even if such charges have been modified or cancelled. When printing the guest folio, it does not print a cancelled posting, but it prints the new amount of a modified posting.

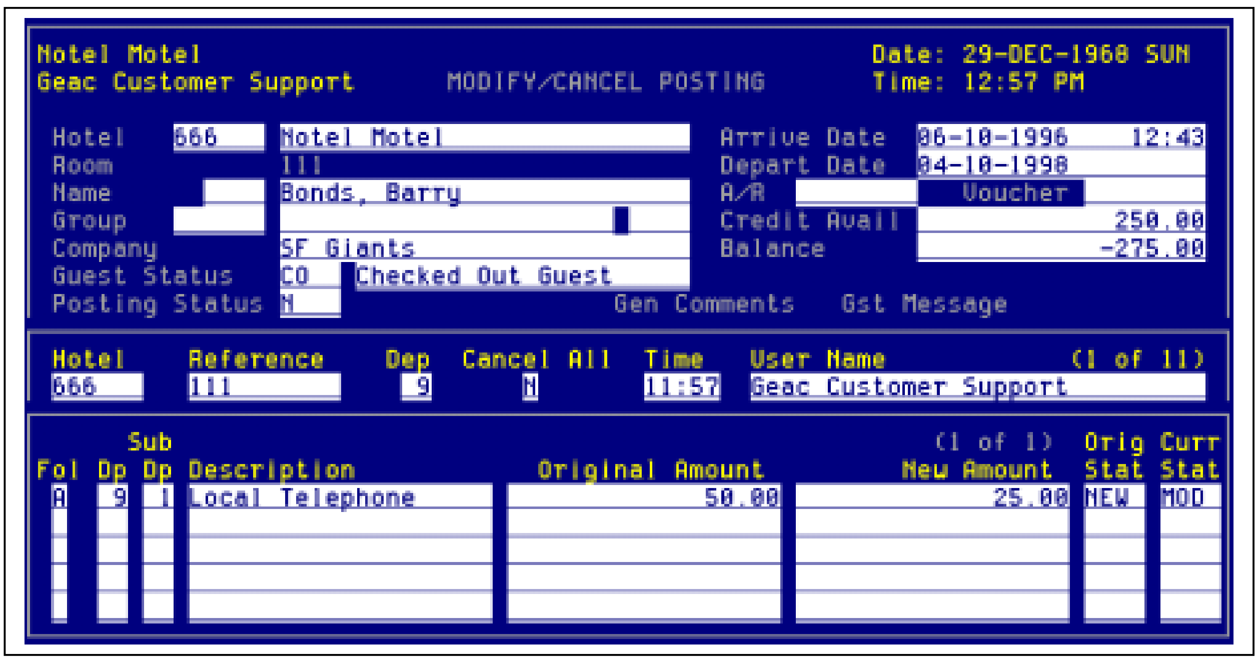
To Cancel Transactions:

1. From the Cashier Menu, select Modify/Cancel folio items
2. Type the room number of the guest to be modified or canceled. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name and [Execute Query].
3. A query screen is displayed and "reference" and "dep" are darkened. By typing in a reference number and/or a department number, the system allows to search for the transaction to be canceled without displaying every charge posted today to the guest. If these fields are left blank, all charges posted today are displayed.
4. Press [Execute Query] to bring up the postings
5. The postings requested are displayed. The right side of the screen shows a counter (1 of X) where X is the number of transactions displayed. Use the down arrow key to display each charge until the transaction wanted appears.
6. When the posting to be canceled is displayed, the cursor flashes in the Cancel All field. By typing "Y", the system cancels the charge all together. When more than one transaction need to be canceled, press the up and down arrow to display the other transactions and type "Y" to Cancel All for every transaction to be canceled.
7. Press [Save]



To Modify Transactions:

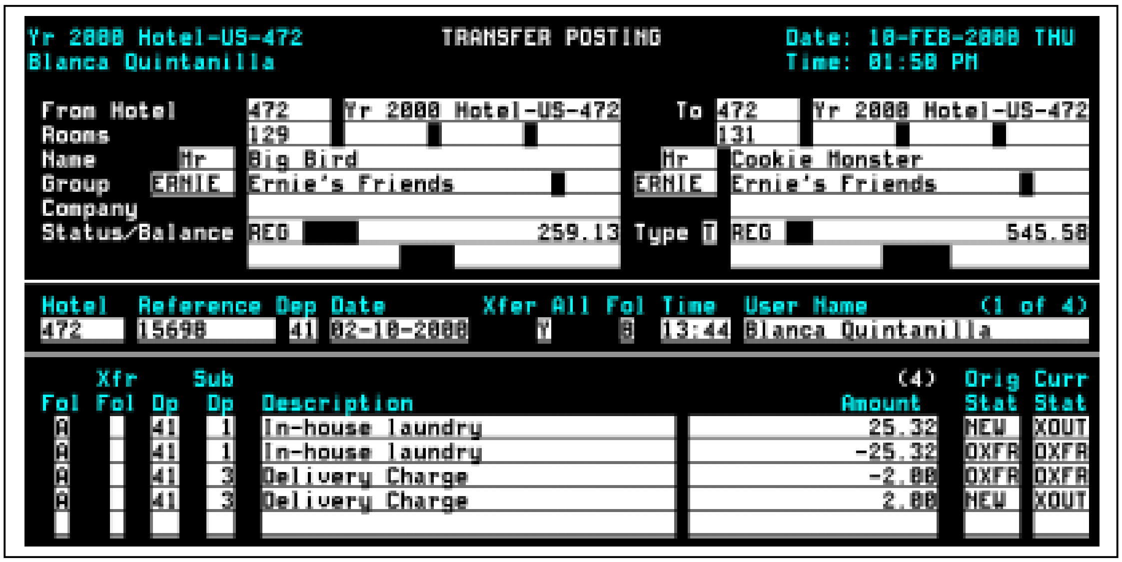
1. From the Cashier Menu, select Modify/Cancel folio items
2. Type the room number of the guest to be modified or canceled. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name and [Execute Query].
3. A query screen is displayed and “reference” and “dep” are darkened. By typing in a reference number and/or a department number, the system searches for the transaction to be modified or canceled without displaying every transaction posted today. If these fields are left blank, all transactions posted today are displayed.
4. The posting requested is displayed. The right side of the screen shows a counter (1 of X) where X is the number of transactions displayed. (See below 1 of 11) Use the down arrow key to display each transaction until the transaction wanted appears.
5. When displaying the posting to be modified, the cursor flashes in the Cancel All field. Type “N” and the cursor drops down to the New Amount field. Type the corrected amount. If more than one transaction need to be modified, press the up or down arrows to display the other transactions and type “N” to Cancel All at every transaction to be modified. If the transaction automatically added the tax on, modify does not automatically modify the added on.
6. Press [Save]



Transfer Folio Items

This screen is used to transfer whole or part postings from one folio to another for the same guest, or from one guest to another.

1. From the Cashier Menu, select Transfer Folio Items or use
2. Type the room number of the guest from which to transfer the charge. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query].
3. Type T for ticket transfer
4. A query screen is displayed and the screen goes dark at “Reference”, “Dep” and “Date. The agent is allowed to type all or part of this information to limit the number of transactions that to be displayed. After typing the information, press [Execute Query]. These are not required fields, when left blank, the system displays all transactions for the guest.
5. All transactions matching the search are displayed. If the above mentioned field are left blank, every transaction posted to the guest is displayed. A counter is shown on right hand side of the screen (1 of X) where X equals the number of transactions brought up.
6. Use the up and down arrow to display the transaction to be transferred.



7. Type “Y” at “xfer all” to transfer this whole charge to the other guest.
8. Type the folio for the guest receiving the charge. If this is the same guest, type a different folio other than where charge was originally posted.
9. When only a part of this transaction needs to be transferred, type N at “xfer all”, the cursor is brought to xfer fol. Type a folio letter next to the line item(s) to be transferred.
10. When transferring more than one charge, use the up and down arrow and repeat the above step 7.
11. Press [Save]

Transfer A Dollar Amount

This screen is used to transfer whole or part postings from one folio to another for the same guest, or from one guest to another.

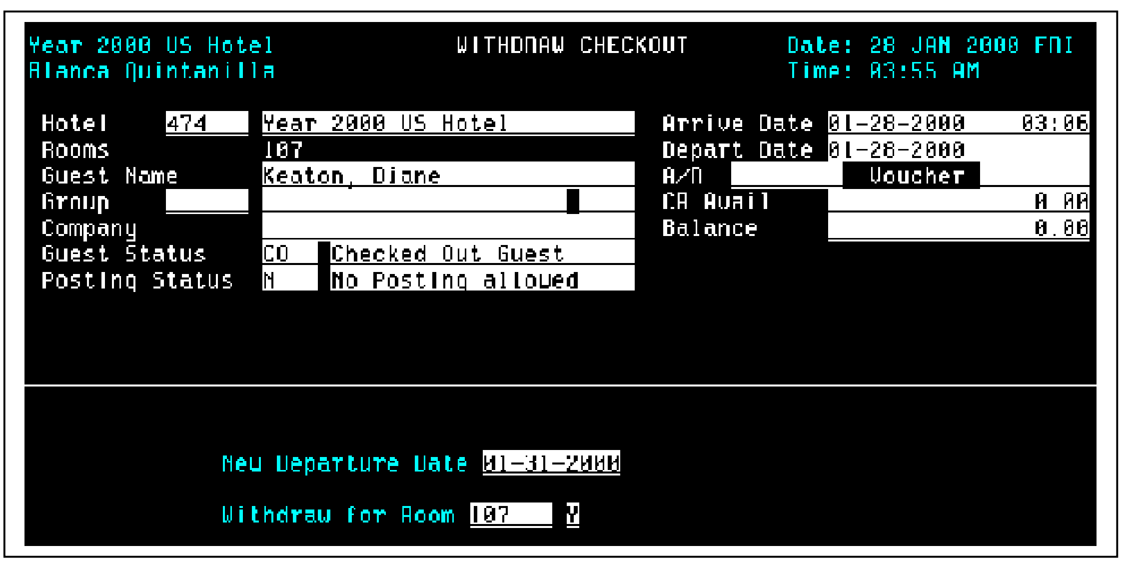
1. From the Cashier Menu, select Transfer Folio Items
2. Type the room number of the guest from which to transfer the charge. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query].
3. Type the room number of the guest to receive the charge. If the room number is not known, use [Enter Query] to look up by guest name.
4. Type A for amount
5. Type in a reference number. This is a required field and is displayed on the guest folio.
6. Type the folio from which the charge is being transferred
7. Type the folio to which the charge is being transferred
8. Type the dollar amount to transfer
9. Type a posting notation as to why the charge is being transferred
10. Press [Save]

Withdraw Checkout

The withdraw checkout screen allows the agent to restore a guest or group to a registered status after the guest has checked out on this current day. The departure date may be changed when withdrawing the checkout.

ALWAYS remember to correct the method of payment once the withdraw checkout function has been used. If the guest's original room is no longer available, the system does allow for the guest to be moved to a different room.

1. From Cashier Menu, select Withdraw Checkout
2. Type the room number of the guest to be checked back in. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query].
3. The cursor is brought to new departure date. Change this to the guests new departure date if necessary.
4. Type “Y” to check back into same room



5. Press [Save]

If a message is received that the room is blocked

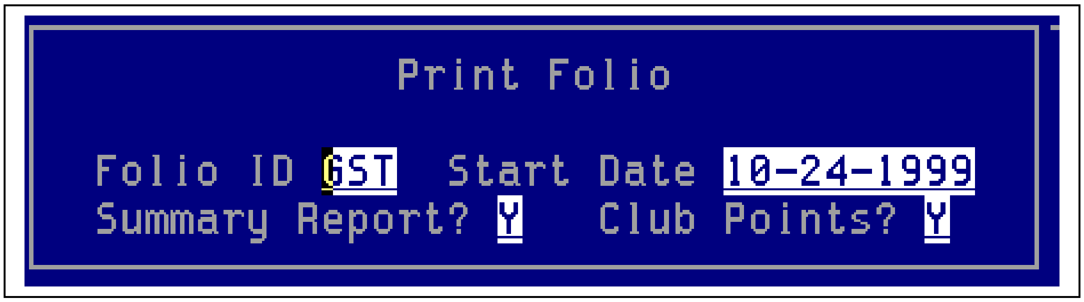
1. Select a different room type? type "Y".
2. Use [Enter Query] to look up the available rooms and [Execute Query] to find the results.
3. Select a room from the list.
4. Decide to auto adjust rate. Y changes rate to match accommodation code in the rate schedule, N leaves the guest at the same rate.
5. Type in a room move reason. Use [List Values] to get a list of reasons.
6. At reason, type additional information. This is not a required field.
7. Press [Save]

Display Folio

This option allows the agent to display the guest folio onto the screen, either for all the guests folio by selecting GST (default), or an individual folio, (A to K & W). The folio can also be displayed in summary or detail. Summary shows the totals of each posting, detail shows each line of the posting. The search function can be used in this area, a transaction can be searched by time of posting, department posting, sub department posting etc.: use [Enter Query], [Execute Query]. In display folio, nothing about the folio can be changed or updated.

With display folio, the change log stays where the charge was originally posted. Posting does not show up on the change log in the registration screen. All transaction are displayed even when a transaction has been canceled or transferred to another guest. To determine if the charge still applies to a guest, look in the columns Orig Stat and Curr Stat. When printing a folio, only transactions not cancelled are actually printed.

1. From the Cashier Menu, select Display Folio
2. Type the room number of the guest. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query].
3. Type the folio to be displayed. GST is the default to display all guest folios. With GST, it does NOT display the C, W or a folio set up as a non-guest folio.
4. Type S to display in summary (default), or D to display in detail. Summary brings up just the ticket totals, while detail shows every line of the ticket.
5. To review more information about a transaction, arrow down to the posting and press the [Enter] key. The screen shows who posted the transaction. If a charge was transferred in or out, where the charge came from and who did the transfer in and out is also displayed.
6. To change how the folio is being displayed, summary, detail, or want to display just the A folio, use the [Previous Block] to bring up to the folio. Type A at folio to display just the A folio, S for summary or D to display in detail.
7. When a folio is displayed, on the right hand side the Orig Stat and Curr Stat columns are shown.
8. Original status (Orig stat) is how the charge was posted or placed on the guest folio. Current statutes (curr stat) is the status of the posting now. The options to view in these fields are:
   - **NEW** – Posting was posted directly to this guest
   - **MOD** – Posting was modified from when it was originally posted
   - **OMOD** – Offset to a modified posting
   - **CXL** – Posting was cancelled
   - **OCXL** – Offset to the canceled posting
   - **XOUT** – A charge was transferred to another folio from the same guest, or to another guest
   - **XIN** – A charge was transferred in from another folio from the same guest, or from another guest
   - **NAMT**–The new amount of a posting that has been modified
9. To print a folio from Display Folio, press [Actions]. A box appears on the left-hand side of the screen.
10. Press [Enter] once to bring up a print folio box.

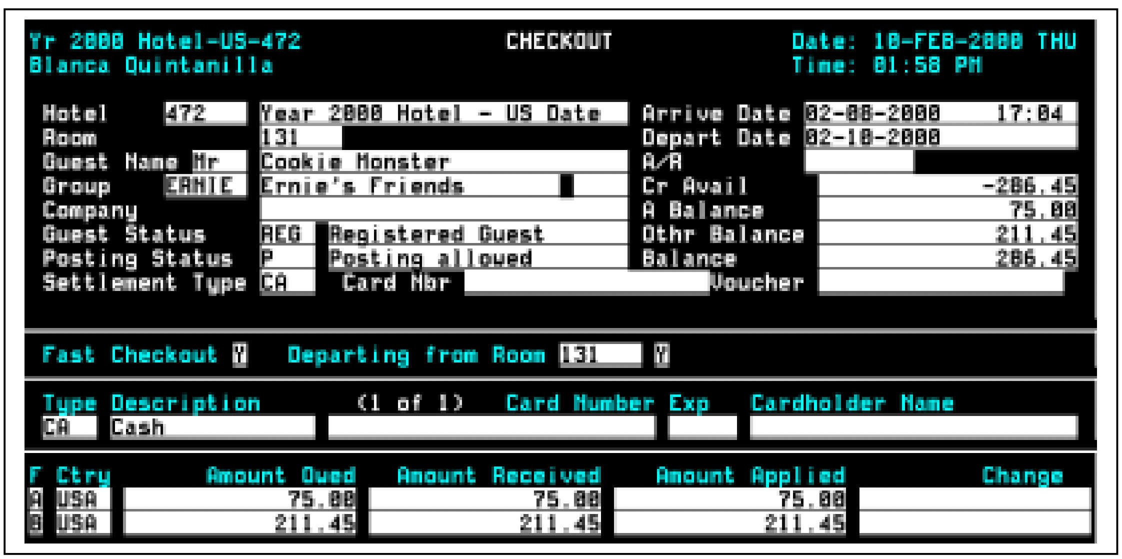


11. GST defaults in folio ID. This prints all guest folios. A folio can be typed, as in A, to just print the “A” folio. Also, to print all folios the word all can be used.
12. The guest’s arrival date is defaulted. If only charges posted today need to be printed, type in today’s date and it does only print charges posted today.
13. Summary report used to show the expense summary on the folio. It defaults to “Y”, but it can be changed to “N”.
14. The Club points field is used to show point the guest has earned in a rewards program. The screen defaults to “Y” but can be changed to “N” for no and not print any rewards program information.
15. To print the folio press [Save]. If more than on copy is needed, press [Save] once for each copy needed.
16. Press [Exit]

Guest Checkout

The check out screen is used to check guests out and/or to post any settlements or payments to the guest.

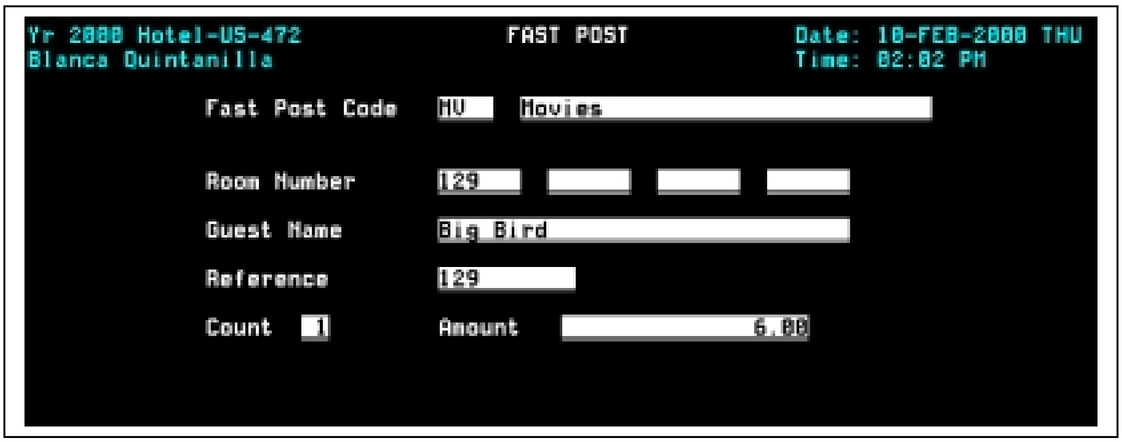
1. From the Cashier Menu, select Checkout
2. Type the room number of the guest to check out. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query].
3. The cursor should be on fast checkout. Type “Y” next to fast checkout to settle the full balance of the guest folios using the credit card number that is displayed in the settlement type. When this option is chosen, it automatically fills in the amount received and the amount applied for the guest folios. Press [Save]. If fast check out is **not** being used, press [Enter] and a “N” is defaulted in this field. If they hotel is set up to do so, it may automatically print a one copy of the check out folio so the guest can review it before making a payment.
4. The next field is departing from room. If the guest is checking out of the hotel place an Y next to the room number that is checking out. If pressing [Enter] by this field, the agent is able to post a settlement to the guest folio without checking out the guest. This is how an advance payment to a credit card or cash is posted.
5. At type field, enter the settlement type or use [List Values].
6. The cursor should be at the bottom of the screen to ctry (country code). [Enter] by this to go to the amount received and type the amount the guest has handed to the agent.
7. The next field is the amount applied. This is the amount to post to the guest folio. If the guest handed the agent $300.00 and the balance is $295.70 type in $295.70 in the amount applied, and the system shows the change of $4.30 to be given.
8. Press [Save]
9. If the guest is doing a multiple settlement, follow the steps in step 7 but instead of saving, press [Previous Block]. This brings the cursor back up to settlement type. Hit the down arrow once to a blank line and select the other type of settlement. This is what is done when the guest wants to pay half cash, half credit card or split the charges between two different cards. This can be repeated for as many settlements as the guest wishes to do.
10. Press [Save]



Fast Post

Fast post is used to manually post the same type of charge, such as laundry and dry cleaning, to many different guests in a quick way.

1. From the Cashier Menu, select Fast Post
2. Type the fast post code to be used or use [List Values]
3. Type the room number of the guest. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query]. Select the guest from the displayed list.
4. Depending on how the fast post code is set up, the agent may be prompted to type a reference number, a count or an amount.
5. If the cursor is on amount, type the amount of the charge to be posted and press [Save].
6. If the cursor is on count, the dollar amount is the same for this code and the system is prompting the number of times to be charged. An example is a flat $2.00 charge a page per fax. The guest faxed 10 pages so type 10 in count and it charges $20.00 to the guest. Press [Save].
7. After saving, the prompt is back at room number. Type the next room number and follow steps 4 through 6 until all charges are posted.

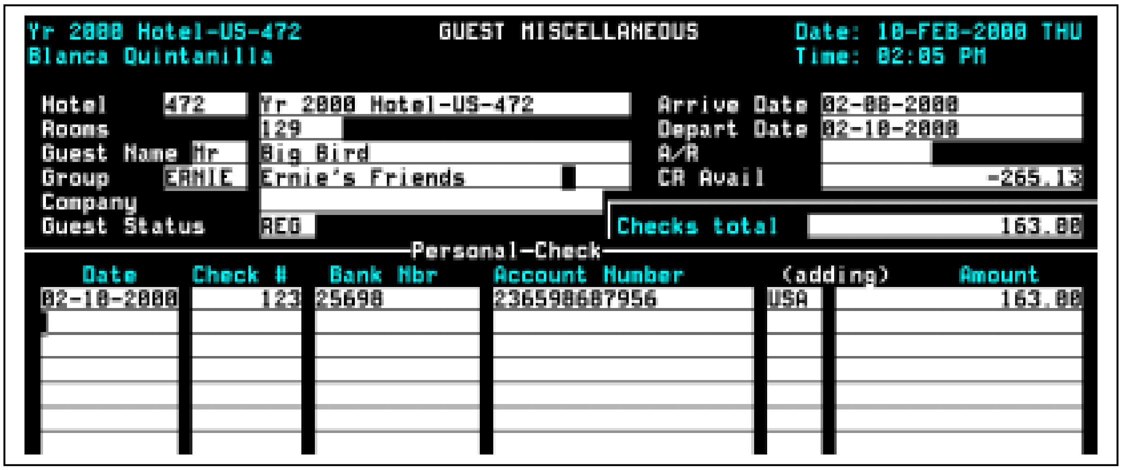


8. If another type of charge needs to be posted, use [Clear] then type in the next fast post code or use [List Values].

Guest Miscellaneous – Personal Check

This screen allows accessing information about the guest and record personal check information and deposit box information. The personal check area keeps a running total of all checks cashed for a guest, as well as the detail of all cashed checks, including date, check and bank numbers, country and amount. This is an area to monitor for long staying guest's or walk-in guests, using the front desk as a bank ! The hotel may have a limit to how much a guest can cash per check or per day.

1. From the Cashier Menu, select Guest Miscellaneous
2. Type the room number of the guest. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query]. Select the guest from the displayed list.



3. Use [Quick] and type PC for personal check.
4. Type the date the check was received. Today's date or a past date can be entered. If the guest has already cashed a check, arrow down to a blank line before typing a date.
5. Type the check number
6. Type the check account number. This is at the bottom of the check.
7. Type the bank number. This is at the bottom of the check.
8. Type the state of the drivers license number. [List Values] may be used to view the options.
9. Type the country code. Select the correct country code, USA is the default. [List Values] may be used to view the options.
10. Type the drivers license number. Type this information from the guest's driver license.
11. Type the expiration date of the guest's driver license. This must be typed in the format of Month/Day/Year (05/05/1999).
12. Type the guest's date of birth in the DOB field. This must be typed in the format of Month/Day/Year (05/05/1999).
13. Type the amount of the check
14. Press [Save]
15. To review all checks posted to a guest, bring up the guest as in step 1 and all checks the checks a guest has cashed and when they were cashed is displayed.

Guest Miscellaneous – Deposit Box

Records the guest deposit box number and the dates the box was assigned to and released from the guest.

1. From the Cashier Menu, select Guest Miscellaneous
2. Type the room number of the guest. If the room number is not known, use [Enter Query] to look up by guest name, type the guest name, and use [Execute Query]. Select the guest from the displayed list.
3. [Quick] into DB for deposit box
4. [Enter Query] to find the available boxes. Type the information or use [List Values] to select the options. These two fields do not have to be filled in.
5. Arrow down and select a box for the guest
6. Type “Y” that the box is in use and the assigned date and release date is automatically filled in. The assigned date is today’s date and the release date is the check out date.
7. Press [Save]

Currency Exchange

This screen is used to exchange foreign currency to local currency. If an exchange is completed, the amount collected in foreign currency is recorded on the Cashier Cashout Report.

1. From the Cashier Menu, select Currency Exchange Calc/Display
2. Type the amount of money received in the foreign currency. If 200 British pounds were received, type 200.

3. At country code, type it the code for the unit of money received or use [List Values].
4. The calculation is made on the amount what to give the guest in US dollars.
5. If the guest does not want to complete the transaction, press [Clear]. If [Save] is pressed by mistake, there is no way to undo the transaction.
6. If the exchange was completed, type “Y” at did you complete the exchange?
7. Type “Y” to print a receipt

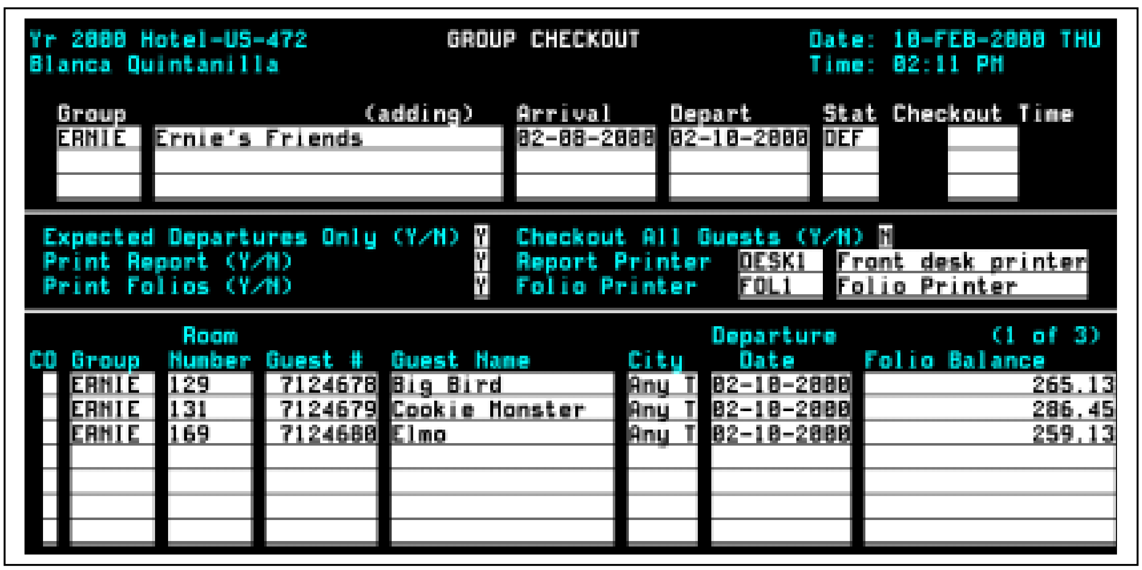
Group Checkout

Agents can check out all or specific delegates in several groups at the same time. An automatic checkout time feature is available to designate the time to automatically checkout group delegates whose departure date is the same as the system date. Associated folios may also be printed. In addition, the Actual Departures report, which lists all the guests who have checked out, may also be printed. This report is used to assist agents in locating and settling after-departure charges. If the system is unable to check out any group delegates based on the agent's selection the Group Checkout Exception report is automatically printed.

1. From the Main Menu, select Cashiering Menu

2. Select Group Checkout and fill out the following fields

- **Group:** Type the group code(s) and arrival date(s) for the group(s) to be blocked or registered. If the group code is not known use the [Enter Query] key to search by the name. To use the automatic checkout time feature, type the desired time to automatically check out all associated delegates.
- **Expected Departures Only:** Type "Y" to display only expected departures associated with these groups, or type "N" to display all delegates associated with these groups.
- **Check Out All Guests:** Type "Y" to check out all delegates in the specified group, or type "N" to only check out specific delegates in these groups. If "N" is typed the applicable delegates appears in the bottom block.
- **Print Report:** This refers to the Actual Departures report and the Group Checkout Exceptions Report.
- **Print Folios:** This prints the group delegate "C" folios (those charges that are being paid for by the group master).



3. Press [Save] to process the checkout.